

Let's House Hayward! Strategic Plan Indicators of Success

The LHH strategic plan includes a structure for continual data-driven refinement of programs and activities following robust evaluation of process and outcome metrics. As part of ongoing project-level milestones, the larger initiatives include project design, funding development, evaluation development, pilot, and scaling of the intervention. Each intervention will contribute to a different set of process and outcome changes in the City of Hayward, and thus will have different indicators and metrics of success.

The plan's commitment to data-driven decision-making is evident in the numerous plan activities for developing data systems, ensuring ongoing alignment with plan goals, city funding and project outcomes, as well as regular opportunities for reporting metrics to the community for accountability and transparency on progress toward outcomes.

The below table summarizes the largest outcome and process indicators to be measured across plan activities and identifies data sources for each.

Outcome & Process Indicators	Indicator Type	Data Sources
Reduction in average # times homeless	Outcome	PIT Count (# times homeless)
Decrease in duration of homelessness	Outcome	PIT Count (# days homeless this episode)
Increase in number of people connected to housing opportunities	Outcome	Program Data
Increase in % interested in housing options	Outcome	Program Data
Increase in length of time housing is retained	Outcome	Program Data
Provide Shallow subsidy for up to 40 households each year, with associated decreases in % highly rent burdened	Outcome	Program Data/Census
Reduction in the number of calls for public safety responses to encampments	Outcome	City Data
Increase number of people served by HNC by 70 people per year	Outcome	Program Data
Governance structures implemented	Process	Administrative Data
Evaluation systems established	Process	Administrative Data
Individual action item milestones identified and tracked	Process	Administrative Data
Annual reports completed	Process	Administrative Data

Quarterly Let's House Hayward action meetings completed	Process	Administrative Data
Increase in exits to and retention of permanent housing destinations	Outcome	Program and CoC Data
Decrease in emergency response events for individuals experiencing homelessness	Outcome	City Data
Increase in community-wide collaboration on homelessness solutions.	Outcome	Participation in CoC and Strategic Plan activities.
Increase in community-wide compassionate stance toward homelessness and solutions.	Outcome	Surveys, Focus Groups, Townhalls

These are outcomes and processes that can be achieved if all the goals and activities in this plan are fully funded and effectively implemented. These outcomes and their extensive impacts will take time to achieve and observe, and the Strategic Plan that supports them will need to be continuously reevaluated and expanded in order to support the long-term duration of these outcomes.